

**THE INFLUENCE OF EMOTIONAL INTELLIGENCE TOWARDS  
EMPLOYEE JOB PERFORMANCE AMONG EMPLOYEES AT TALENT  
CORPORATION MALAYSIA**

**PUTERI NUR SYAHERAA BINTI SURANI  
2017420816**

**Submitted in Partial Fulfillment of the  
Requirement for the  
Bachelor of Business Administration with Honours  
(Human Resources Management)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
CAWANGAN MELAKA KAMPUS BANDARAYA**

**JULY 2019**

## **DECLARATION OF ORIGINAL WORK**



### **BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCES MANAGEMENT) FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA**

#### **“DECLARATION OF ORIGNAL WORK”**

I, Puteri Nur Syaheraa binti Surani (I/c Number: 960223016228)

Hereby declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is result of my independent work and investigation, except where otherwise stated.
- All verbatim extract has been distinguished by quotation marks and source of my information have been specifically acknowledge

Signatures: \_\_\_\_\_

Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

July 2019

The Head of Program  
Bachelor of Business Administration (Hons)  
Human Resources Management Faculty of Business Management  
Universiti Teknologi MARA (UiTM)  
Kampus Bandaraya Melaka  
Off Jalan Hang Tuah  
75300 Melaka

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper title — The Influence of Emotional Intelligence Towards Employee Job Performance among employees at Talent Corporation Malaysia to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you,

Sincerely,

---

(Puteri Nur Syaheraa binti Surani)

## TABLE OF CONTENT

<b>TITLE PAGE.....</b>	<b>i</b>
<b>DECLARATION OF ORIGINAL WORK.....</b>	<b>ii</b>
<b>LETTER OF SUBMISSION .....</b>	<b>iii</b>
<b>ACKNOWLEDGEMENT .....</b>	<b>iv</b>
<b>TABLE OF CONTENT .....</b>	<b>v</b>
<b>LIST OF TABLES .....</b>	<b>vii</b>
<b>LIST OF FIGURES .....</b>	<b>viii</b>
<b>LIST OF ABBREVIATIONS.....</b>	<b>ix</b>
<b>ABSTRACT .....</b>	<b>x</b>
<b>CHAPTER 1.....</b>	<b>1</b>
<b>INTRODUCTION.....</b>	<b>1</b>
1.1 Introduction.....	1
1.2 Background of Study .....	1
1.3 Company Background.....	4
1.4 Problem Statement .....	5
1.5 Research Questions.....	7
1.6 Research Objectives .....	8
1.7 Scope of Study.....	8
1.8 Significance of Study.....	9
1.9 Definition of Terms .....	10
1.10 Conclusion.....	11
<b>CHAPTER 2.....</b>	<b>12</b>
<b>LITERATURE REVIEW .....</b>	<b>12</b>
2.1 Introduction.....	12
2.2 Employee Job Performance.....	12
2.3 Emotional Intelligence .....	17
2.4 Emotional Intelligence and Employee Job Performance .....	24
2.6 Research Hypothesis .....	29

## **ABSTRACT**

Employee job performance has always been a major challenge in every organization. Employers need to ensure employees can achieve and deliver higher job performance because it is believed as instrumental to organization's growth and profitability. Recently, emotional intelligence has been a central attention of researchers as it can influence employee job performance. Therefore, the purpose of this study was to identify the influences of emotional intelligence towards employee job performance as well as to identify the most influential factor of emotional intelligence elements towards employee job performance among employees at Talent Corp Malaysia. This study used convenience sampling technique and online questionnaire as an instrument to collect data. The data from 78% of 110 employees were collected then evaluated by using Statistical Package for the Social Science (SPSS) Version 22 Software. The result from Multiple Regression analysis indicated self-awareness and motivation have significant relationship with employee job performance while self-management has no significant relationship with employee job performance. Moreover, it has revealed that motivation is most influential variables towards employee job performance among employees at Talent Corp Malaysia.